SintMaarten
TRUST FUND

Digital Government Transformation Project

APPROVAL DATE: MARCH 18, 2021
CLOSING DATE: MAY 30, 2025

OBJECTIVE

Enhance the access, efficiency, and resilience of selected administrative public services for citizens and businesses

BENEFICIARIES

- Entire population (about 40,000) and 17,000 registered businesses
- Vulnerable groups who cannot afford intermediary service providers to process paperwork
- Civil servants through streamlined business processes

APPROACH

STRENGTHEN the legal, regulatory, and institutional environment to implement digital transformation

BUILD citizen-centered digital platforms to improve service delivery and reduce vulnerability to cyberattacks and natural disasters

ENHANCE public service delivery by transforming and scaling-up existing Public Service Centers in Philipsburg and Simpson Bay

KEY EXPECTED RESULTS

100% CERTIFICATE OF GOOD CONDUCT TRANSACTIONS PROCESSED DIGITALLY

65% INCREASE IN ECONOMIC LICENSE APPLICATIONS PROCESSED WITHIN A 6-WEEK PERIOD

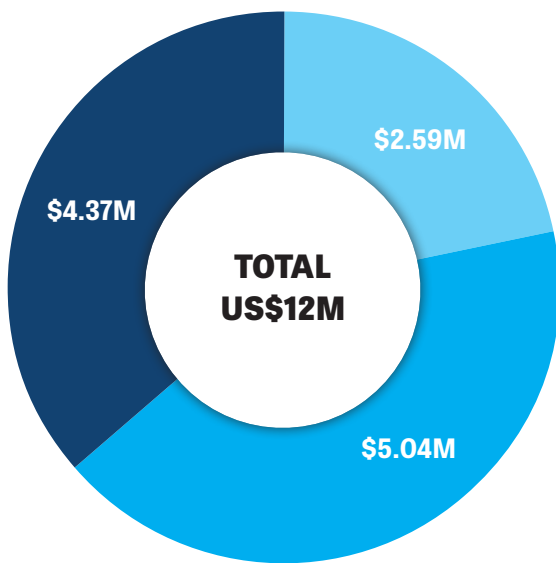**5** REGISTRIES CONNECTED WITH THE INTEROPERABILITY PLATFORM

25% INCREASE IN PUBLIC SERVICES THAT CAN BE STARTED ONLINE

1M PUBLIC RECORDS DIGITIZED, INCLUDING TAX RECORDS, TITLES, AND LAND DEEDS

COMPONENTS

TOTAL
US$12M

$2.59M
$4.37M
$5.04M

FOR MORE INFORMATION

projects.worldbank.org/en/
projects-operations/
project-detail/P172611

1 **Strengthening the legal, regulatory, and institutional environment ($4.37 million)**

- Institutional design and arrangements for managing digital government transformation
- Dashboard to track progress on digital reforms
- Government-wide enterprise architecture and associated outputs for cross-cutting platforms to enable digital service delivery
- Project management and technical advisory services to assist the National Recovery Program Bureau and Digital Leadership Team to manage implementation and change management aspects
- Digital literacy program for civil servants

2 **Building digital platforms to enable service delivery ($5.04 million)**

- Digital identity for public services
- Integration of selected services in the online government portal
- Interoperability Platform that links key registries
- Electronic Signatures Platform for transactions
- Upgrades to system resilience and records management
- Just-in-time digital services and platforms

3 **Providing user-centered public services ($2.59 million)**

- Modernization of one-stop shops
- User-centric e-services and user-friendly mobile applications
- Online government portal as a single point of entry
- Multi-channel customer service feedback mechanism

4 **Contingent Emergency Response Component ($0)**

IMPACT ON PUBLIC GOOD

Improve climate change adaptation and mitigation

Build resilient digital platforms to reduce vulnerability to natural disasters

Enhance public service delivery and feedback

Improve Public Service Centers and digital literacy for citizens and businesses

Build and update digital infrastructure

Modernize government digital platforms, one-stop shops, and e-services

www.sintmaartenrecovery.org

Government of the Netherlands

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